



Smart Grid Solutions Suite: Responder

Outage Management System

Deregulation and competition make it more important than ever for utilities to maximize the reliability of their electric distribution network, minimize outages, improve customer satisfaction, reduce costs, and improve safety.

Telvent's Responder is a GIS-hosted, distributed Outage Management System (OMS) – a complete solution that centralizes functionality through integration of best-of-breed systems.

With its emphasis on implementability and sustainability, Responder is a simple-to-use OMS that has been developed to be scalable and extensible. It offers users a significant strategic advantage: the ability to deploy OMS with low risk and at reasonable cost.

Responder leverages an organization's investment in ArcFM™ GIS to provide a trouble call analysis and an OMS that offers:

- Call entry and visualization
- Incident creation and management
- Graphical User Interface (GUI) based on ArcMap
- Near real-time operation and fast, efficient updates

- System reliability reports
- History management and reporting
- Crew dispatch and tracking
- Network management (switching, tagging, cuts)
- Support for web and desktop access
- Support for alarms and events
- An application built on open standards, which utilize non-proprietary programming languages and provide standard interfaces for integration with other systems such as SCADA and telephony
- Additional ad hoc reports
- Support for regions
- Support for gas and water

Data Maintenance:

While other systems require separate GIS and OMS databases, Responder uses the existing ArcFM GIS database, eliminating the need for redundant update of the OMS database when changes are made to the GIS database. Responder automatically incorporates changes made to the ArcFM GIS into the OMS database.

Responder Architecture:

Responder is built utilizing the industry leading Microsoft .NET development environment.

Responder's multi-tier architecture provides a number of potential benefits over the classic client/server architecture, including: increased scalability, easier deployment and upgrade strategies, enforced separation of business logic from presentation logic, and much more.

Integration:

Responder makes use of the utility geodatabase, open architecture, non-proprietary programming languages and Microsoft's COM and .NET development environments to greatly simplify integration, configuration, and customization. The ability to interface Responder with DMS, CIS, SCADA, AMI, IVR, and work management systems creates a sophisticated enterprise outage management environment. Responder Explorer integration facilitates communication between the Responder services and the Responder clients using Telvent Pub/Sub technology. When the client receives a data change event, it will update the local dataset and display the updates to the users.

Multi-tiered Distributed Architecture Adapts to Your Organization:

Responder takes advantage of state-of-the-art multi-tiered technology to offer even the most remote offices a robust, real-time representation of system switching state and outage conditions. The component-centered, distributed design of Responder allows for great flexibility in combining hardware, software, and people for optimum performance within various geographic and organizational constraints.

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